



**Position:** Enterprise and Business Services Manager  
**Division:** Information Services

**Location:** Tumwater, Washington  
**Notice:** WMS 04-0004

**OPENS:** January 27, 2004  
**CLOSES:** Open Until Filled. Department of Revenue reserves the right to offer the position to a qualified candidate at any time.

**Agency Profile:** The Washington State Department of Revenue (DOR) values its employees, challenges them to continuously improve the way we do business, to meet and exceed the needs of our customers, and carry out their duties in an ethical manner. The mission of the Department of Revenue is to fairly and efficiently collect revenues and administer programs to fund public services, and advocate sound tax policy. Our vision is an environment where citizens voluntarily pay taxes, appreciate public employees, and value the services delivered.

Virtually all state programs are touched by the activities within DOR. The department continues to design and develop new and better technologies to meet the needs of citizen's in the 21<sup>st</sup> century. Although automation improves service delivery, and creates opportunities for efficiency, it is not a replacement for personal service. The challenge for the Department is to balance the use of technology with all its benefits with the need for personal service. It is an exciting time in the agency as we continue to evolve in the improved use of technology.

The Agency currently supports and maintains systems and networks that range from personal computers, to mainframe, to local and wide area networks, to the use of Internet/Intranet. Applications supported by the agency include small personal computer applications to very large tax processing programs. The Department is committed to investing in tools that will simplify processes and reduce administrative burdens. Technologies the Department is using include GIS for local tax coding, Data Warehousing for audit selection, electronic filing and payment of taxes, Optical and image character reading for remittance documents, and document imaging and workflow systems in various divisions. The Agency successfully implemented imaging of the excise tax return which includes providing on-line access to employees state-wide. The Electronic Filing system (E-filing) continues to gain additional users and is a major focus to improve services and operation efficiencies.

As an employer of over 1,000 people, the Department of Revenue embraces values of Respect, Integrity, Cooperation, Professionalism, and Continuous Improvement. As an Agency, we are dedicated to the professional development of agency staff where our employees are well trained and have the knowledge, skills and abilities to meet the challenges and demands of a changing workplace. Department employees have access to career counseling services, tuition reimbursement, and tuition waiver programs. In addition, the agency offers the Job Shadow Program and developmental job assignments as other ways to build skills and give employees exposure to other jobs in the Department.

To learn more about this dynamic agency, we invite you to visit our web-site at [www.dor.wa.gov](http://www.dor.wa.gov) .

**Compensation:**

WMS Band 2 \$58,452 - \$71,436 annually depending on qualifications. Outstanding benefits including health, dental, life and long-term disability insurance; vacation, sick, military and civil leave; dependent care assistance program; employee advisory service; deferred compensation plans; educational benefits program; 11 paid holidays; Commute Trip Reduction Incentives; flexible work hours; training; and state retirement plans.

**The principle responsibilities are expected to be as follows:**

Reporting directly to the Assistant Director, the Enterprise and Business Services Manager provides innovative leadership to enterprise services supporting the IS Division. These services include business analysis, software testing, application architecture, document imaging, GIS, and the agency's technology portfolio.

The department's IT systems receive and track \$12 billion in annual revenues, \$810 million in annual accounts receivable, \$340 million in annual credits, \$152 million in annual refunds, and \$80 million in annual expenditures.

**Qualification of the successful candidate for this position are expected to include:**

***Knowledge of:***

In order to be successful in this position the person occupying it will require advanced knowledge in the following:

- Project and organizational management methodologies.
- Application testing techniques.
- Application quality assurance and metrics.
- Facilitation techniques.
- Washington State legislative process.
- Washington State Personnel rules and laws.
- Staff development and motivation.
- Department of Revenue mission, vision, goals and business environment.

***Ability to:***

Additionally, the person occupying this position must have the ability to:

- Negotiate with diverse DOR stakeholders.
- Lead requirements and testing for multiple enterprise-wide development projects simultaneously.
- Ensure quality of IT projects.
- Create staff development approaches.
- Assist in the development of divisional strategic plans.
- Perpetuate and sustain a culture of interdivisional collaboration in the development of shared business applications.
- Foster the consolidation of core business processes and practices across the enterprise.
- Establish and maintain excellent customer relationships with divisions, other agencies, and industry experts.
- Maintain executive commitment to projects.
- Apply management principles and personnel rules to lead, direct, organize, motivate, and coordinate highly educated requirements analysts and software testers.

**Application Process:**

Please send a letter of interest, detailed resume and Applicant Profile (optional). The letter of interest should indicate how you meet the qualifications needed for this position. Be prepared to provide references at the time of interview. **Open Until Filled. Department of Revenue reserves the right to offer the position to a qualified candidate at any time. Your prompt response encouraged.** **Electronic applications in Word format are preferred** however, hard copies may be sent to Office of Human Resources:

[CatthiO@Dor.wa.gov](mailto:CatthiO@Dor.wa.gov)  
Please indicate in subject line:  
Subject: WMS 04-0004

**OR** WA State Department of Revenue  
P.O. Box 47463  
Olympia, WA 98504-7463  
Fax: 360-664-0580

## Washington State Department of Revenue Applicant Profile

To ensure equal employment opportunity, we ask your voluntary cooperation in responding to the questions below. This information will be treated as confidential, and will be available only to authorized personnel. Please review the Diversity Definitions at the bottom of the page.

Position Applied For:	Name: (Last, First, Middle Initial)	Date of Birth:
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<p>1. What race(s) or culture(s) do you consider yourself?</p> <p><input type="checkbox"/> Black/African American</p> <p><input type="checkbox"/> Caucasian/White</p> <p><input type="checkbox"/> Asian or Pacific Islander (API):</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Chinese</li> <li><input type="checkbox"/> Vietnamese</li> <li><input type="checkbox"/> Filipino</li> <li><input type="checkbox"/> Asian Indian</li> <li><input type="checkbox"/> Hawaiian</li> <li><input type="checkbox"/> Japanese</li> <li><input type="checkbox"/> Korean</li> <li><input type="checkbox"/> Cambodian</li> <li><input type="checkbox"/> Samoan</li> <li><input type="checkbox"/> Laotian</li> <li><input type="checkbox"/> Guamanian</li> <li><input type="checkbox"/> Other API, <i>Specify</i> _____</li> </ul> <p><input type="checkbox"/> Native American or Alaskan Native Please identify name of the enrolled or principal tribe:</p> <p>_____</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Eskimo</li> <li><input type="checkbox"/> Aleut</li> </ul> <p><input type="checkbox"/> Hispanic:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Mexican</li> <li><input type="checkbox"/> Puerto Rican</li> <li><input type="checkbox"/> Chicano</li> <li><input type="checkbox"/> Cuban</li> <li><input type="checkbox"/> Other Spanish, <i>Specify</i></li> </ul> <p>_____</p>	<p>If you are more than one race, please also check "Multi-Racial" below and indicate your preference for Affirmative Action purposes.</p> <p><input type="checkbox"/> Multi-Racial, preference: _____</p> <p>2. Gender:</p> <p><input type="checkbox"/> Male</p> <p><input type="checkbox"/> Female</p> <p>3. Have you ever been on active duty in the U.S. Armed Forces?</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes, Dates: _____</p> <p><input type="checkbox"/> Vietnam Era Veteran</p> <p><input type="checkbox"/> Disabled Veteran (Percent of disability: _____%)</p> <p>4. Do you have a physical, sensory, or mental condition that substantially limits any of your major life functions, such as working, caring for yourself, doing things with your hands, seeing, hearing, speaking, learning?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p style="text-align: center;"><i>Please see definition of "disabilities" below.</i></p> <p>I certify that this information is true and accurate to the best of my knowledge.</p> <p>_____</p> <p style="display: flex; justify-content: space-between;"> <span>Date</span> <span>Signature</span> </p>
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### Diversity Definitions

**Native American or Alaskan Native:** A person with origins in any of the original peoples of North America and who maintains cultural identification through documented tribal affiliation or community recognition.

**Asian or Pacific Islander:** A person with origins in any of the original peoples of the Far East, Southeast Asia, the Indian Subcontinent, or the Pacific Islands. For example, China, Japan, Korea, Pakistan, the Philippine Republic, and Samoa.

**Black/African American.** A person with origins in any of the Black racial groups of Africa.

**Hispanic:** A person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin regardless of race. For example, persons from Brazil, Guyana, or Surinam would be classified according to their race and would not necessarily be included in the Hispanic category. This category does not include persons from Portugal, who should be classified according to race.

**White/Caucasian:** A person with origins in any of the original peoples of Europe, North Africa, or the Middle East.

**Disabilities:** For Affirmative Action purposes, people with disabilities are persons with a permanent physical, mental, or sensory impairment which substantially limits one or more major life activities. Physical, mental, or sensory impairment means: (a) any physiological or neurological disorder or condition, cosmetic functions; or (b) any mental or psychological disorders such as mental retardation, organic brain syndrome, emotional or mental illness, or any specific learning disability. The impairment must be material rather than slight, and permanent in that it is seldom fully corrected by medical replacement, therapy or surgical means.

**Disabled veteran:** A person entitled to disability compensation under laws administered by the U.S. Department of Veteran Affairs for disability rated at 30 percent or more, or a person whose discharge or release from active duty was for a disability incurred or aggravated in the line of duty.

**Vietnam-era veteran:** A person who served on active duty for a period of more than 180 days, any part of which occurred between August 5, 1964, and May 7, 1975, and was discharged or released from duty with other than a dishonorable discharge.